G4S Indonesia

Company Profile

A leading provider of security solutions, combining international expertise with local knowledge. Trusted by clients across industries, G4S Indonesia leads in security and safety with innovative technology and a skilled workforce.

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**Beyond Boundaries.
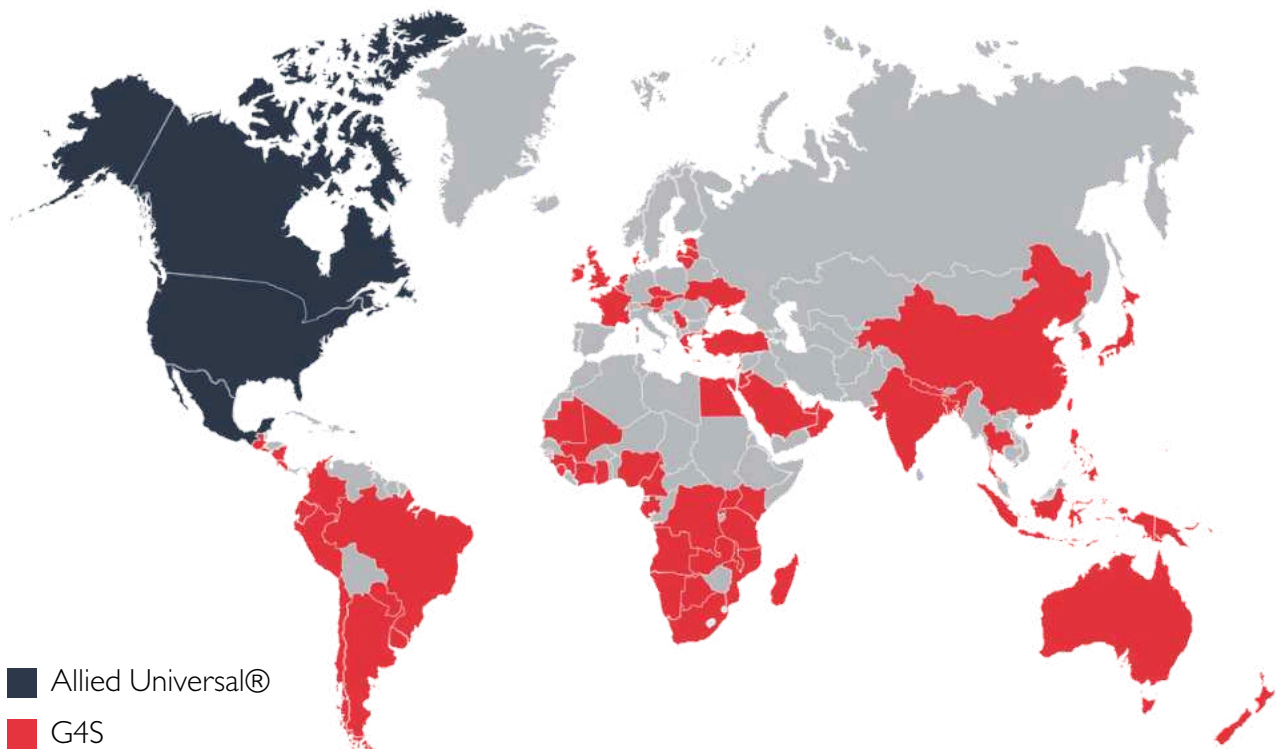Behind Every Doorstep.**

Content

G4S Global
Overview & Footprint

G4S, part of **Allied Universal®**, is a leader in the global security and facility services industry. As a provider of proactive security services and smart technology, we deliver tailored, integrated solutions that allow clients to focus on their core business. With a **global workforce of 800,000**, we leverage best practices worldwide to ensure top-tier service.

Backed by **$20 billion in revenue**, G4S benefits from the efficiency and innovation of scale, enabling us to fulfill our promise: keeping people safe so communities can thrive.

Operating in over 90 countries, G4S offers a broad range of products and services, giving us unique insight into evolving global security trends. This extensive presence ensures we remain at the industry's cutting edge, providing effective and innovative solutions.
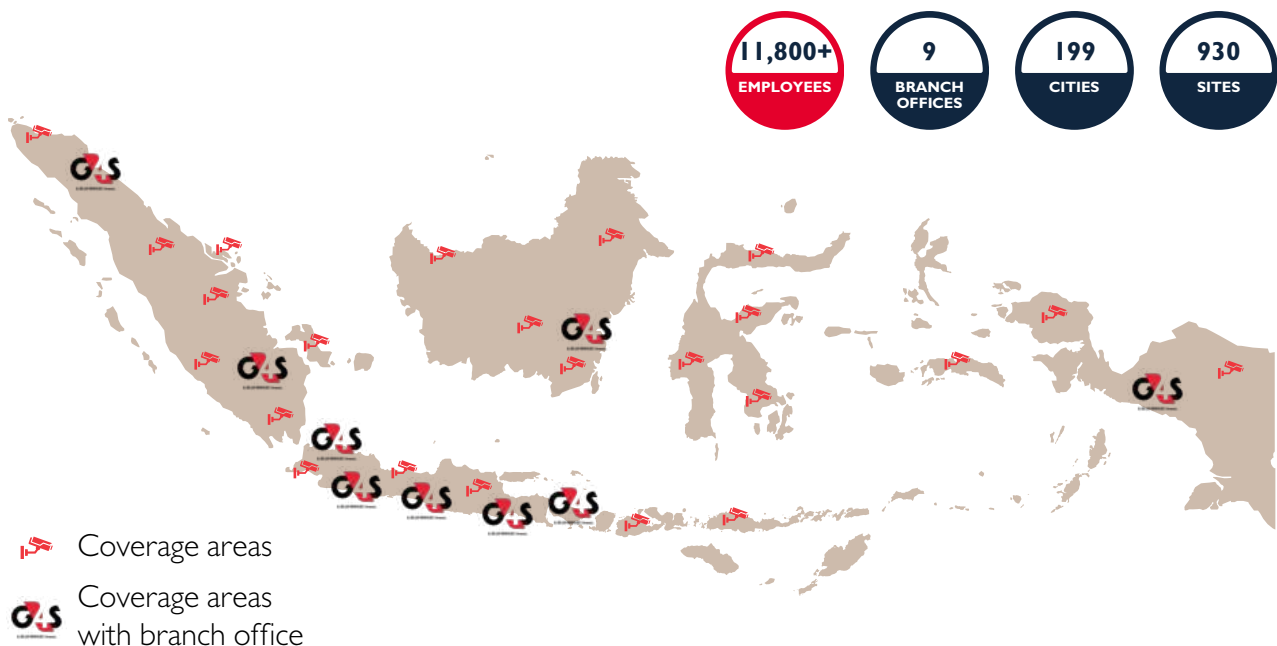

■ Allied Universal®
■ G4S

G4S Indonesia
Overview & Footprint

PT G4S Security Services or so called "**G4S Indonesia**", part of **G4S, an Allied Universal® Company**, is a leading security company in the country.

Our services and capabilities encompass proactive security measures and cutting-edge smart technology, ensuring tailored, integrated solutions for diverse client needs.

We prioritize training and development, equipping our **nationwide workforce of over 11,800 people** with the skills and knowledge to maintain the highest standards of safety and security.

Our expertise spans across key segments including **Energy & Resources, Industry & Manufacturing, and Business Services & IT**. With a deep understanding of each sector's specific challenges and requirements, we deliver customized services that ensure safety, security, and operational efficiency.

11,800+	9	199	930
EMPLOYEES	BRANCH OFFICES	CITIES	SITES

Coverage areas

Coverage areas with branch office

Company Guiding Statement

G4S Indonesia is committed to provide reliable security solutions that protect and support the well-being of everyone we serve, ensuring a safer and more secure environment globally.

PURPOSE
There for you™, serving and safeguarding customers, communities, and people around the world.

G4S Indonesia strives to build unparalleled trust with our clients by consistently delivering exceptional security solutions and fostering strong, lasting relationships.

VISION
Be the world's most trusted services partner.

G4S Indonesia is keen to deliver exceptional security and support, ensuring our customers can operate with confidence and peace of mind.

MISSION
The company, through its unparalleled customer relationships, provides proactive solutions, cutting-edge smart technology, and tailored services that allow customers to focus on their core business.

These core values guide our actions and decisions, ensuring we provide the highest standard of service and protection.

VALUES
We are AGILE, RELIABLE and INNOVATIVE. Our CARING culture puts people and SAFETY first. We deliver through TEAMWORK and always act with INTEGRITY.

Services & Capabilities

Manned Security Solutions

- Security Professionals
- Professional Security Command Center
- Close Personal Protection
- Event & Crowd Control
- Fire Fighter

Integrated Security Services

Security Devices & Infrastructure

- Alarm System
- CCTV Solutions
- Video Analytics Solutions
- X-Ray Solutions
- Access Control Solutions
- Drone Solutions

Security Systems & Applications

- H&S App
- Digi Tools
- Visitor Management System
- Fleet Management System
- Smart Office
- Smart Patrol
- SARAS
- Integrated Security Platforms

National Security Risk Operations Center

- Alarm Monitoring & Response
- 24/7 Contact Center & Emergency Support
- Device & System Monitoring
- Emergency Response Team
- Real-time Risk Analysis & Update

Professional Services

- Risk Assessment
- Engineer on Site

Manned Security Solutions

G4S Indonesia's highly trained security personnel are deployed to provide vigilant monitoring, swift response, and professional management of security situations. Their expertise ensures the protection of your premises and assets, delivering peace of mind through reliable and responsive security measures.

Security Professionals

Vigilant monitoring, rapid incident response, and comprehensive protection across various environments. Equipped with valid licenses, advanced tools, and expertise, they ensure a secure and safe environment for all facilities.

Professional Security Command Center

Located at the client's premises and serves as the central hub for security operations. Staffed by skilled personnel to ensure advanced monitoring, immediate feedback, and swift resolution of security issues, ensuring proactive adherence to protocols.

Close Personal Protection

VIPs receive discreet, 24/7 security tailored to their needs. Trained protectors provide risk assessment, security planning, physical protection, emergency response, and surveillance to ensure comprehensive personal safety.

Event & Crowd Control

We manage security for events of all sizes, ensuring crowd control, safety, and smooth access, preventing disruptions and maintaining order for a secure event experience.

Fire Fighter

Our trained firefighters are equipped with the skills and equipment necessary to handle fire-related incidents, providing immediate intervention to protect people and property from fire hazards.

Integrated Security Systems
Security Devices & Infrastructure

G4S Indonesia's Security Devices & Infrastructure solutions include a range of cutting-edge technologies that form the backbone of a robust security system. These devices are engineered to provide comprehensive protection and real-time monitoring.

Alarm System

Engineered for real-time protection, our alarm systems detect unauthorized access, fire, and environmental threats. Connected to the National Security Risk Operations Center (NSROC), they ensure timely response to security breaches with SOP-driven actions.

CCTV Solutions

Our high-definition CCTV systems offer continuous monitoring, crime prevention, and evidence collection. Equipped with AI-enhanced Video Management Systems and thermal imaging, they provide comprehensive surveillance and incident investigation support.

Video Analytics Solutions

Utilizing advanced algorithms, our video analytics detect movement, recognize faces, and monitor activity. With real-time alerts, centralized reporting, and integration with other systems, they enhance security effectiveness and response.

X-Ray Solutions

Designed for threat detection, our X-ray solutions screen packages and baggage, preventing dangerous items from entering secure areas. Combined with metal detectors and handheld readers, they maintain high security at checkpoints.

Access Control Solutions

Our access control systems ensure only authorized personnel enter restricted areas using keycards, biometrics, and face recognition. Features include centralized monitoring, attendance tracking, and visitor management for enhanced security.

Drone Solutions

Drones provide aerial surveillance and real-time monitoring of large or difficult-to-reach areas. Equipped with high-resolution cameras and sensors, they gather valuable data for security management and enable rapid threat response.
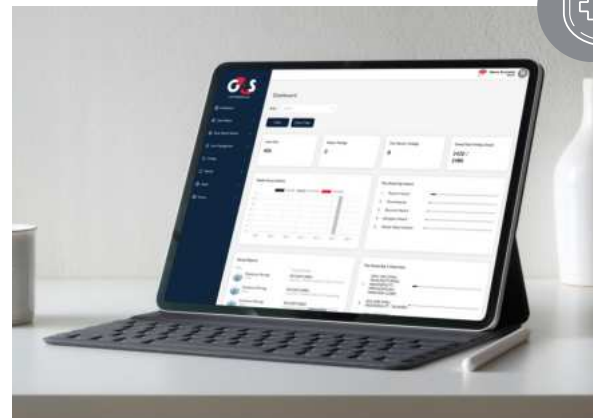
Integrated Security Systems
Security Systems & Applications

G4S Indonesia's Security Systems & Applications integrate advanced software solutions to streamline security management and enhance operational efficiency. These applications are designed to provide comprehensive oversight and control.

H&S Portal

A platform for reporting hazards, accessing safety information, and engaging in an interactive forum. Modeled after social media, it fosters a proactive safety culture by allowing employees to share experiences and promote safety.

Digi Tools

A digital platform that automates security and operational workflows, improving efficiency and coordination. Key features include a Digital Visitor Log, Digital Key Management, and Digital Gate Pass systems for streamlined operations.

Visitor Management System

Enhances security by managing pre-registration, identification, and real-time tracking of visitors. It includes data logging, verification, and a comprehensive dashboard for efficient and secure visitor handling.

Fleet Management System

This system tracks and manages company vehicles using GPS and telematics. It provides real-time data on vehicle location, speed, and driver behavior, enabling optimal route planning, maintenance scheduling, and overall fleet efficiency.
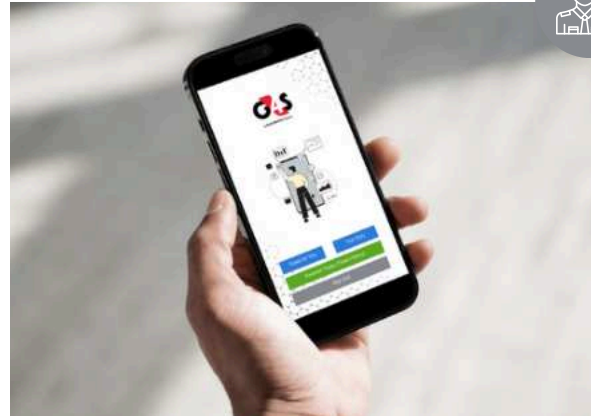

Smart Office

The Smart Office solution integrates smart technologies like automated lighting, climate control, and advanced security systems. It includes visitor management, meeting room booking, and AI-powered people tracking for a more efficient workplace.

Smart Patrol

Enhances security patrols with GPS tracking, real-time reporting, and automated check-ins. It ensures thorough monitoring of patrol routes, checkpoint coverage, and effective incident reporting and resolution.

SARAS

The Smart Alarm & Security Response (SARAS) system combines wireless technology with mobile apps for rapid detection and response to security incidents. It includes Alarm & Monitoring Devices, a Field Response Team, and 24/7 Operations Monitoring.

Integrated Security Platforms

These platforms unify security systems like CCTV, alarms, and access control into a single interface. They centralize data collection and analysis, improving response times and decision-making for comprehensive security management.

National Security Risk Operations Center

The National Security Risk Operations Center (NSROC) is a centralized hub for continuous monitoring, analysis, and management of security threats. It integrates advanced technology and expert personnel to provide real-time surveillance, rapid response, and 24/7 support, ensuring enhanced security for facilities and operations.

Alarm Monitoring & Rapid Response

Our service ensures continuous monitoring of security alarms from our central operations center, with real-time threat detection and immediate alerts sent to our Emergency Response Team for swift intervention.

24/7 Contact Center & Emergency Support

Our 24/7 Contact Center offers round-the-clock assistance for security inquiries and emergencies, staffed by trained professionals who coordinate prompt response and resolution.

Device & System Monitoring

We provide real-time monitoring of all integrated security devices, tracking performance and detecting faults to ensure optimal functioning of alarms, CCTV, and access controls.

Emergency Response Team

Our specialized Emergency Response Team handles security emergencies with swift, on-site support, ensuring rapid, coordinated action to mitigate risks.

Real-time Risk Analysis & Update

We continuously assess potential security threats using advanced analytics, providing real-time updates and insights to keep your security measures agile and responsive.

Professional Services

Our Professional Services provide expert support to enhance your operations with detailed risk assessments and on-site engineering for optimal security system installation, maintenance, and management. This ensures robust security and efficient system performance tailored to your needs.

Risk Assessment

Identifies and mitigates potential security threats by thoroughly analyzing your facility, operations, and security protocols. Through site inspections, personnel interviews, and security evaluations, we uncover vulnerabilities and provide tailored recommendations to strengthen your security posture and ensure operational resilience.

Engineer on Site

Provides expert support for installing, maintaining, and operating your security systems. Our engineers ensure optimal configuration, offer staff training, conduct regular maintenance, and quickly address technical issues, keeping your security infrastructure reliable and efficient.

Learning & Development Programs

Frontline Training

Develops security officers with essential skills from basic to advanced, ensuring high competence and exceptional service.

- New Comer Class
- Regular & Non-regular
- Technical Skill
- Special Skill
- Penetration Test
- Development & more

Foundational Training

This training equips employees with basic skills and knowledge to ensure effective and safe operations within the organization.

- Basic Security
- Digital Security Products
- Finance for Non-Finance
- Data Storage Management
- Defensive Driving
- Safety Riding & more

Leadership Development

Cultivates leadership skills through programs that enhance strategic thinking and management practices for achieving exceptional results.

- Cadetship
- Supervisor Hero
- Middle Leadership Development
- Global Next Level Leadership
- Project Management
- Mentorship & more

Advanced Skills

Provides advanced knowledge and skills, empowering employees to excel and contribute to the organization's success.

- Security Risk Assessment
- Various Certification Programs
- Sales & Commercial Workshop
- KAM Workshop
- OH Training
- Coaching Skills & more

Health & Safety Practices

At G4S Indonesia, our Health & Safety (H&S) practices are paramount. We are dedicated to creating a safe and healthy workplace, ensuring the well-being of our employees, clients, and communities. Our rigorous H&S standards and protocols promote a culture of safety, prevent incidents, and minimize environmental impact.

G4S Golden Rules

It forms the foundation of a safe work environment, focusing on PPE use, incident reporting, and vehicle safety. We reinforce these guidelines daily to uphold our commitment to safety excellencey.

H&S Portal

It supports health and safety by enabling quick hazard reporting, access to crucial information, and engagement in a collaborative forum. This ensures safety remains central to our operations.

H&S Visits

H&S Visits involve thorough safety inspections by our operations team, to ensure health and safety protocols are followed, hazards are identified, and a safe work environment is maintained.

H&S Tool Box Talks

H&S Tool Box Talks are monthly safety briefings focused on diverse safety topics, promoting discussion & understanding among employees to keep the team informed & vigilant for a safer workplace.

Environmental & Social Responsibility

At G4S Indonesia, we are committed to providing reliable security solutions that safeguard well-being and contribute to a safer global environment. We also prioritize positive social impact through sustainability, community engagement, and support for local initiatives, enhancing the quality of life for those we serve.

Environmental Aspects

Tree seed planting

Mangrove cultivation

River cleaning

Social Aspects

Visit to disability foundation

Stunting prevention workshop

Book distribution at volunteer school

Employee Recognition Programs

Our Employee Recognition Programs at G4S Indonesia are designed to celebrate and reward the dedication, hard work, and achievements of our team members. These programs highlight outstanding performance, encourage a culture of excellence, and reinforce our commitment to fostering a positive and motivating work environment where every employee feels valued and appreciated.

Annual Employee Excellence Award

Best Employee of the Year Reward

Best GM & KAM Award

Outstanding Performer

Best HSE Implementation Site

Company Recognitions & Honors

G4S Indonesia is honored to be recognized for our dedication to excellence in the security industry. Our numerous awards and achievements are a testament to our commitment to providing top-tier security solutions and outstanding service. Each accolade reflects our team's hard work, innovation, and unwavering commitment to safeguarding our clients and communities. Explore the prestigious recognitions that highlight our success and our relentless pursuit of security excellence.

ISO Certifications

- **9001:2015**
  Quality Management System
- **14001:2015**
  Environmental Management System
- **45001:2018**
  Occupational Health & Safety Management System
- **37000:2022**
  Governance of Organizations

HSE Awards

- **Freeport, 2023**
  Most Improved Contractor
- **Freeport, 2022**
  Best Safety Performance
- **Sugizindo, 2022**
  Best Contribution of QHSE
- **L'Oréal, 2022**
  Best Safety Company Contributor

HR Award

- **HR Asia, 2023**
  Best Companies to Work For in Asia

Whistleblowing Policy

Fostering the right culture is essential, and a key part of this is ensuring we have an effective whistleblowing process that empowers employees to raise concerns with confidence. Our whistleblowing arrangements allow employees to report issues anonymously, providing a critical channel for maintaining our standards.

The Speak Out Global Hotline is available to all employees, offering confidential support in multiple languages, 24/7. Concerns related to operational procedures are typically investigated by local management to ensure compliance with our standards. Additionally, Internal Audit and other assurance functions may review these procedures to confirm operational compliance.

Serious matters are escalated for investigation at a senior and independent level, ensuring thorough and impartial handling. The Group Ethics Steering Committee oversees the implementation of our whistleblowing policy, regularly reviewing serious cases, monitoring investigations, and ensuring appropriate actions are taken.

Contact Us

Visit Us

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Our Offices

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Bandung
Semarang
Surabaya
Jakarta
Balikpapan
Denpasar
Timika

G4S Head Office
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Our Socials

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